



February 23, 2009

Personal Identification Number (PIN): 000000000

NewMMIS Provider ID/Service Location: 000000000/A

Current MassHealth Provider Number (*first 5 digits are displayed*): 00000

Please input all seven digits of your current MassHealth provider number in the registration panels during registration.

SEC-0001-P

PROVIDER NAME

PID: 000000000/A

MAIN ST.

ANYTOWN, MA

RE: Provider Online Service Center Registration - Attention: Please forward this memo to the person in your organization who is responsible for managing fiscal affairs or billing, and who will administer access to MassHealth's Provider Online Service Center.

Dear Provider/Billing Entity:

Soon MassHealth will implement its Provider Online Service Center (POSC). The POSC will allow you to conduct your day-to-day business with MassHealth electronically. You will have the ability to perform the following transactions (**as applicable**) on the POSC.

- Submit Professional Claim Direct Data Entry (DDE)
- Submit Claim Status Request DDE
- Submit Referrals DDE
- Submit Pre-admission Screening Request DDE
- Provider Enrollment and Profile Maintenance
- View Contracts
- View Financial Data
- Receive Broadcast Messages
- Links (to other mass.gov materials, training registration, form requests)
- View Metrics and Reports (remittance advices, PCC panel reports, etc.)
- Submit and Receive HIPAA batch transactions: 270/271, 276/277, 820, 834, 835, 837P&I and 997
- Security/Administer Account (set up and maintains access to the application for staff and link to other organizations)
- Submit Institutional Claim DDE
- Submit Eligibility Verification DDE
- Submit MMQ DDE (Management Minutes Questionnaire)
- Submit Prior Authorization Request DDE
- Submit PACE/SCO Enrollment
- View Letters/Notifications
- Submit Feedback (to MassHealth Customer Service)

Please remember that you must submit your National Provider Identifier (NPI) on the HIPAA batch transactions once the POSC is implemented. If you are an atypical provider and are not required to use the NPI, please input your NewMMIS provider ID service location number (PID/SL) on your batch transactions.

To access the POSC, you need to acquire a user ID and password and use your PID/SL. The PID/SL replaces your current MMIS provider number. You will need to know and use this number when performing transactions on the POSC (i.e., view remittance advices, submit claims, etc.).

You will also need this same user ID and password to access the Automated Voice Response (AVR) method to verify eligibility and to utilize the EVSpc software.

To get ready to use the POSC you must do the following before the POSC implementation:

- Immediately identify your staff members who will require access to the POSC and the function they will perform within it. Additionally, you should decide which providers or entities you will share data with or have perform services on your behalf (i.e., group practices, affiliations, billing intermediaries). It is important that you coordinate this activity before the security registration functionality becomes available.
- Establish a POSC primary user ID and password. This primary user ID must be assigned to the primary person who will be responsible for managing the access to the POSC for your organization.

On March 23, 2009, use the URL: www.mass.gov/masshealth/providerservicecenter and click **Set-Up Security Access** to begin the registration process to obtain the primary user ID and password. You will need the PIN located at the top of this letter to complete the registration process and input all seven digits of your current MassHealth provider number when prompted. The person you select to be the primary user for your organization must complete the registration process using the PIN. This person will be assigned a user ID at the person level.

Upon registration the primary user will receive an e-mail from the Virtual Gateway (VG) communicating the user ID and password. If the primary user currently has an active VG ID on file, the ID request will be linked to the existing VG ID. The user will then be notified via e-mail by the VG that their existing VG ID profile has been modified. If the primary user has multiple VG IDs on file (active or inactive), during registration the primary user will be notified that they must contact the CST to resolve the issue.

- Change the password. Once the primary user has registered, he/she must go to the Virtual Gateway at <https://gateway.hhs.state.ma.us/authn/index.jsp> to change his/her password. A series of “I forgot my password” questions under the “Manage My Profile- Authentication Questions” tab must be answered.
- Go to the POSC to set up access for your staff and give permission to share data with other entities who conduct business on your behalf. Select the “Administer Account” link to begin this process.

Attention Primary Care Clinician (PCC) Providers: PCC Plan providers can follow the standard PIN registration process to register their sites (office locations). However, PCCs with more than one site (office location) will not have the ability to link all of the sites until after our final conversion scheduled to take place two weeks before implementation. For those PCC provider offices impacted by this, we will link those sites manually and will mail the PID/SL numbers for those PCC sites to you under separate cover.

Additional information on how to register to receive an ID and password and to set up your organization’s access to the POSC are available in the provider registration job aid and the provider security e-Learning. They can be accessed at www.mass.gov/masshealth/newmmis/providertraining.

If you have any questions about this registration process, please contact MassHealth Customer Service at 1-800-841-2900 or via e-mail at providersupport@mahealth.net.

Thank you.